



# Canada's Wonderland Ticket Order Form – School Groups

Valid for Specific Day Student Outings

May & June 2018 – Grade K to 12

Office Use Only: Date Received _____
Customer # _____ Order # _____

<input type="text"/>	<input type="text"/>
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School Name

Teacher Name

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Shipping Address – No P.O. Box

City

Province

Postal Code

<input type="text"/>	<input type="text"/>	<input type="text"/>
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School Phone Number

School Fax Number

Teacher (MAIN CONTACT) Email

<b>DATE OF VISIT:</b> <input type="text"/>	<b>GRADE:</b> <input type="text"/>	<b>TEACHER CELL #:</b> <input type="text"/>	Emergency Contact <input type="text"/>
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Ticket Type – All admission tickets and programs are \$27.65 per person plus HST unless otherwise noted (\$31.24 tax inclusive)

Catered Meal Options - All pricing is on a guaranteed/per person basis – please see fine print for more details about booking

Voucher Options – All pricing is on a per voucher basis

Catered Meal Time Requested (1 hour serve time):  # of Catered Meal Tickets Required:

# of Dino's Alive Required \$1+HST (\$1.13 tax incl.):  # of Add on Vouchers Required:

**Total Quantity of Admission & Complimentary Tickets Required:**

Does not include season pass holders. Does include Chaperones. (Total Group Size)

**\*\*\*\*\*DO NOT SEND PAYMENT WITH TICKET ORDER FORM\*\*\*\*\***

**SELECT PAYMENT METHOD – YOU WILL BE SENT AN INVOICE ONCE THE ORDER FORM IS RECEIVED (via email):**

**PRE-PAID ORDERS: PAYMENT MUST BE RECEIVED NO LATER THAN 14 BUSINESS DAYS PRIOR TO DATE OF VISIT**

- All meal bookings require prepayment
- You will be sent a reservation/invoice (via email) within 72 hours of sending your ticket order form
- Payable in advance with a credit card, school cheque, money order or EFT (no personal cheques)
- Please make cheque's & money orders payable to: **Canada's Wonderland Company. Purchase Orders are not accepted.**
- Ticket barcodes will be issued through the Group Sales Ticketing System
- The contract price of your ticket program is based on a minimum of 15 people present on the day of your visit with paid admission barcodes. Any returns resulting in usage of less than 15 barcodes will not be refunded
- Unissued barcodes must be submitted for return through the Group Sales Ticketing System
- Refunds are issued according to the payment method ie. same cheque name, same credit card etc.
- If your trip date is June 15<sup>th</sup> or later your refund will be held until the last week of August unless otherwise requested
- Please allow six to eight weeks for refunds to be processed by the Accounts Receivable department

**PAY & PRINT AT THE GATE RESERVATION: PAYMENT IS REQUIRED THE DAY OF YOUR VISIT**

- You will be sent a reservation/invoice (via email) within 72 hours of sending your ticket order form
- Please bring the reservation to the front gate group sales window on the date of your visit
- Payment will be required at the group sales window via debit/credit card, school cheque (NO PERSONAL), cash, or money order
- Please make cheque's & money orders payable to: **Canada's Wonderland Company. Purchase Orders are not accepted.**
- Tickets will be printed at the group sales window, once payment is made.
- Payments should match the reservation invoice – to make changes before your trip please contact us
- Please keep all receipts received from any payments made on the date of your visit for at least six months

- Please be advised that if you arrive at the gate with payment for more than your original reservation the refund process will need to be completed.
- If your trip date is June 15<sup>th</sup> or later your refund will be held until the last week of August unless otherwise requested
- The contract price of your ticket program is based on a minimum of 15 people present on the day of your visit with paid admission barcodes. Any returns resulting in usage of less than 15 barcodes will not be refunded
- Front Gate Group Sales staff do not have the authority to process refunds on the date of your visit, nor are they able to provide an accurate refund amount or calculation. This is the sole discretion of the Accounts Receivable department
- Refunds for payments made to the front gate will be returned in the form of a cheque to the address we have on file for your group
- Please allow six to eight weeks for refunds to be processed by the Accounts Receivable department

#### **CHANGES TO YOUR ORDER**

- Orders can be adjusted by emailing [education@canadaswonderland.com](mailto:education@canadaswonderland.com) or calling our sales line at 905.832.7400
- A new invoice/reservation may be emailed to the teacher after the adjustment is made (time permitting)
- You may add to your order and please note that we do not keep credit card information on file and will require this information again if you wish to pay via CC. Changes made less than 30 hours in advance of your arrival, may not be accommodated
- Ticket barcodes cannot be removed once paid/issued (see **return policy**)

#### **COMPLIMENTARY TICKET POLICIES**

- Grades K to 8: one free admission for every 10 people present on the date of visit that have a paid admission barcode\*\*
- Grades 9 to 12: one free admission for every 15 people present on the date of visit that have a paid admission barcode\*\*
- Complimentary ticket barcodes may only be redeemed in accordance with the complimentary policy your group qualifies for on the date of your group visit. Accounts may be adjusted after your barcode/ticket returns & payments are verified by Accounts Receivable
- You may be charged the price of \$27.65 plus HST for any complimentary ticket barcodes used without the corresponding paid ticket barcodes
- There are no complimentary ticket barcodes provided for Dinosaurs Alive! or meal options
- \*\*Season passes are accepted as admission with the exception of Dinosaurs Alive! & Halloween Haunt and Meal Bookings
- \*\*Season passes DO NOT count toward your group size or complimentary ticket policy

#### **GENERAL POLICIES & DETAILS**

- Each admission ticket barcode allows unlimited use of all regular rides and shows in operation on the day of use. Prices, programs, hours, dates, attraction availability and policies are subject to change without notice
- Admission and catered meal ticket barcodes are only valid for entrance on the date of visit which is clearly indicated through the Group Sales Ticketing System. Some attractions may close in the event of inclement weather until conditions permit safe operation. Rain checks or refunds will not be issued. Ticket barcodes are not transferrable to another date unless applicable upgrade fee is applied
- Each order requested for the 2018 operating season will be subject to approval through Canada's Wonderland Accounts Receivable department. The Principal assumes sole and complete responsibility for making proper and timely payment. The Principal is accountable for any ticket barcodes lost, stolen or otherwise unaccounted for
- Front Gate Group Sales staff do not have the authority to deem any account as paid in full. This is the sole discretion of the Accounts Receivable department. Front Gate staff is not responsible for any calculations regarding your account balance.

#### **MEAL POLICIES & DETAILS**

- Catered meal options require a signed meal guarantee form which is sent via email, once you have booked your outing. It will outline the menu, serve time, location and other important details.
- There are no refunds on catered meals. Season pass holders & chaperones require meal ticket barcodes.
- Restaurant Vouchers can be used any time during the 2018 season and are valid at all food locations excluding carts. A meal guarantee is not required and unsold voucher barcodes can be submitted for a refund through the Group Sales Ticketing System.
- With the exception of plastic bottled water, outside food & beverages are not allowed inside the park. You are welcome to store food on the bus to be eaten outside the main entrance at our picnic pavilion. We cannot store lunches. Please visit our website for information regarding guests with special dietary needs.

#### **SCHOOL AUTHORIZATION**

**Principal - I have the authority to bind the school & have reviewed all policies (The Principal must be different than that of the Teacher/Advisor)**

\_\_\_\_\_  
Principal's Name (Please Print)

\_\_\_\_\_  
Principal's Signature

\_\_\_\_\_  
Date